

### **Troubles with Accounts and Billing Card Payments?**

- (1.) Do NOT use a mobile device or tablet as the page typically does not display properly or at all.
- (2.) Using Internet Explorer or Google Chrome as your web browser works the best. Other web browsers, including Safari and Firefox, will NOT work.
- (3.) Your pop-up blocker needs to be turned off in order for a new tab to open for the payment system.
- (4.) If you pressed the back button on your browser at any time, you will be taken to a screen asking for your login and password. This login will NOT work. You will need to log off My UI and log back on, or reboot your computer.

*Further issues please contact ITS at 208-885-HELP (4357).*